



The Brimington Surgery - Patient Participation Group

Monday 20th August 2018

NOTES:

1. Apologies

JC, MrsB, LH, PW, MrsE, CB

2. - Patient Experience & Engagement

Amanda Brikmanis the Manager of this service from ND CCG talked to the group about why they volunteer to be on the PPG, what they want to get out of it and what they could put in to it from their wide and valuable experience. ML offered to draft a TOR and it was agreed that this should not constrain the group nor be long or complex.

Paula agreed to take the notes for the meeting on the understanding that the group elected a Chair person. This would also make it easier for the Practice to work more closely with the PPG as this would enable links between meetings.

Amanda encouraged the group to have an action plan and to do an annual report to support the Practice with their CQC status. Having a plan of four key issues was a starting point. Already there was involvement in the DNA policy and obtaining a designated GP on call parking spot. Doing a 6 monthly newsletter was another idea and PS is going to co-ordinate with the practice regarding this. Amanda explained that the action plan and the report were not necessarily formal nor hugely time consuming.

3. Minutes of last meeting - These were reviewed and amended as appropriate

4. Matters Arising not on the agenda - The group welcomed a new member – SH

5. GDPR - A comment had been passed on the new phone message regarding call recording purposes – it was confirmed that the message had to state calls could be used for “dispute resolution” but agreed to re-record the message to include reference to the new law as the reason for this.

6. Parking - GM and PW had secured a GP oncall parking space in the carpark outside the surgery and are now involved in supporting the practice work towards hopefully getting 2 to 3 spaces on the practice land at the bin store area. Planning applications have to be made.

7. Chesterfield and ND Independent newspaper - It was agreed that PS would contact the paper to investigate if the PPG could put a piece in the publication on the Health and Wellbeing page.

Surgery update

- Dr Joanne Stewart leaves the practice this month to emigrate to Australia;
- Sonia a new receptionist starts with us in August to replace Claire who unfortunately only lasted 10 weeks with us;
- Faye a new receptionist commences in September to replace Mandy who has moved on to new projects
- A new Salaried GP Dr Ruth Freeman starts next week
- Dr Andrew Fowler commences in September as a Salaried GP;
- Alison Whitton, Nurse Practitioner has recently started;
- Practice Nurse Katie is due to start early in September

Any other business

- Patient Survey – a draft was presented to the group.
- Initiations to a couple of events were shared with the group.
- Flu days – this year had been especially difficult due to National issues and late changes in directives from NHS England. Due to issues raised by this which affected deliveries, all clinics have to be held at the Practice.
- 8-8 will commence from September with Brimington being one of the 2 Chesterfield Hubs. This is an exciting opportunity for us but brings a lot of work initially.
- ETP – Electronic transfer of Prescriptions – the more patients on this system the easier it is for the GP's, it is an efficient way of reducing workload and paper – this is about having a prescription sent directly from the surgery to a pharmacy (not having personal access to online services). Reception will be reminding patients about this more regularly.
- Online access – not everyone has this and it was questioned why the practice pushes this and was it fair. Paula explained that there were targets within the contract GP Practices hold with NHS England and that this is not optional; also that it does help reduce practice workload eg phone traffic.

POST MEETING NOTES:

- ✚ Online Access - 24.3% of our practice list have online access which fulfills our contractual obligation.
- ✚ ETP - In 2016/17 NHS England stated 80% of repeat prescriptions were to be transmitted electronically. For 2017/18, NHS England aimed to further increase uptake, as this service benefits practices by:
 - enabling more efficient processing of prescriptions,
 - providing greater control, and
 - reducing time spent dealing with prescription queries.

DATE OF NEXT MEETING – TUESDAY NOVEMBER 20th 1pm